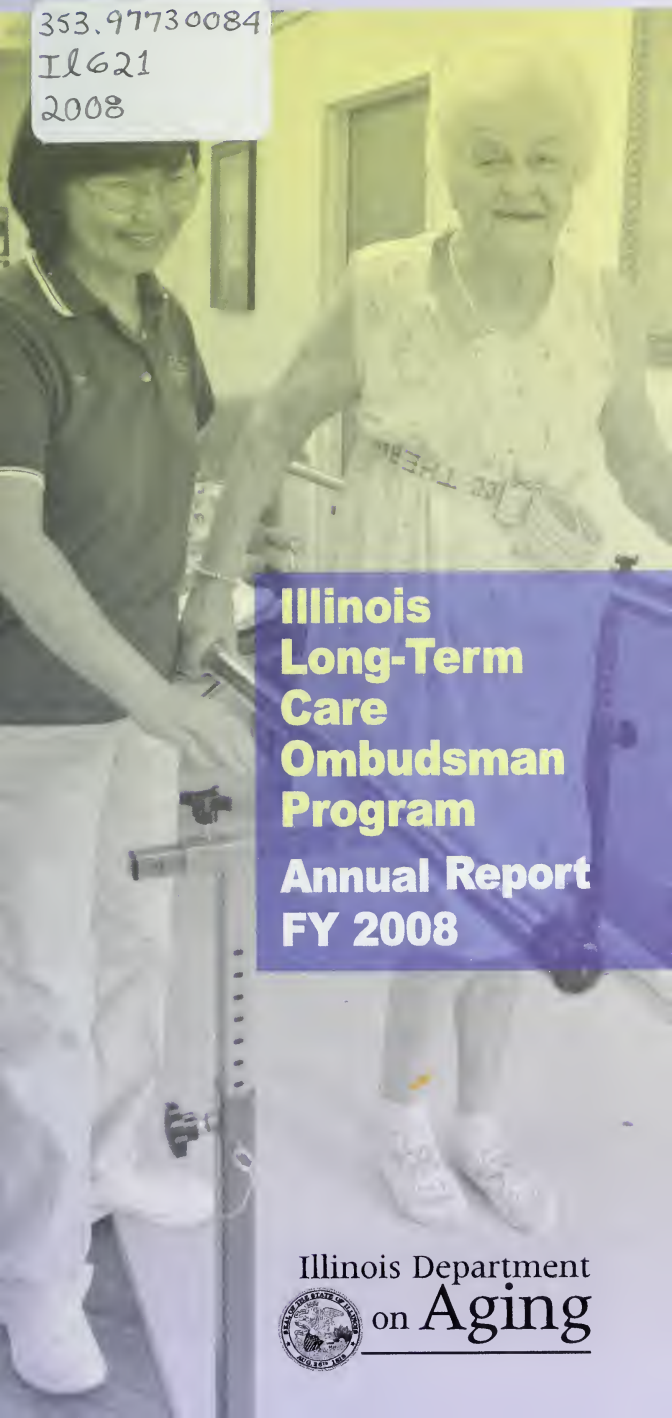
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State of Illinois
Pat Quinn, Governor
Illinois Department on Aging
Charles D. Johnson, Director

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Illinois Long-Term Care Ombudsman Program

Annual Report FY 2008

Illinois Department on Aging

Fiscal Year 2008 Annual Report

Illinois Long-Term Care Ombudsman Program

Funding

In FY 2008, the budget for the Illinois Long-Term Care Ombudsman Program (LTCOP) totaled **$2,987,850**. The largest portion of funds supporting the program — 67 percent or **$2,000,530** — was from Federal sources. State funds made up 13 percent (**$391,000**), while local funds made up the remaining 20 percent (**$596,320**). There has been no substantial increase in federal funds for the program since 2000.

For the fifth year and through a memorandum of understanding between the Illinois Department of Public Health and the Illinois Department on Aging, a renewal grant of civil monetary penalty funds was awarded to the Ombudsman Program. Civil Monetary Penalties (CMP) funds have continued to make a significant impact on the Ombudsman Program, which received a 25 percent increase to its budget with these additional funds.

Standards Changes

The State Ombudsman approved revisions of the Illinois LTCOP Standards and Procedures Manual. The changes were made as a result of the strategic planning process. The updated Standards alleviated additional burdens placed on the program, while still requiring it to meet Federal and State requirements. In particular, attendance at resident and family council meetings became optional; conducting facility staff in-services is no longer required; and providing community education sessions is optional as well.



Complaints and Consultations

The Illinois Long-Term Care Ombudsman Program handled **9,718** complaints during FY 2008. Sixty-nine percent of the cases were fully or partially resolved to the satisfaction of the resident involved in the case. There were **22,348** consultations handled by the Ombudsman Program. The changes to the LTCOP Standards and Procedures Manual allowed Ombudsmen to focus on these areas during a time of limited resources.

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Training

The Illinois Long-Term Care Ombudsman Program launched a new training curriculum in FY 2008. The Level I and Level II training manuals were revised, and a new training protocol was developed. Changes to the protocol include requiring all Ombudsmen, regardless of pay or volunteer status, to be trained beyond the Level I basic training to include Level II. In addition, trainers are required to follow a specific training protocol.

(Continued...)

(...Continued)

The Office of the State Ombudsman held a Statewide Legal Symposium for Ombudsmen, legal service providers, Coroners, and law enforcement officers. The keynote speaker addressed the issue of Mandatory Death Reporting. Seventy individuals participated in the Legal Symposium.

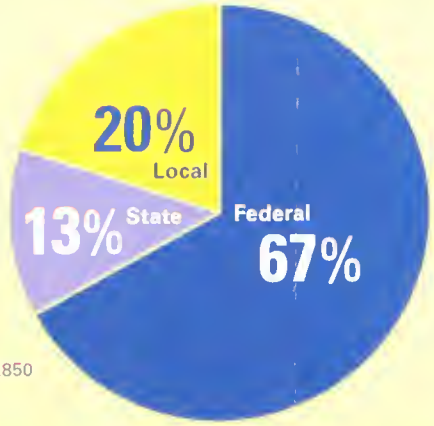
Regular Presence Visits

Despite receiving no additional funding, the Illinois Long-Term Care Ombudsman Program continued its push to be visible in Illinois long-term care facilities. In FY 2008, Ombudsmen made **20,706** regular presence visits to these facilities.

Illinois Long-Term Care Council

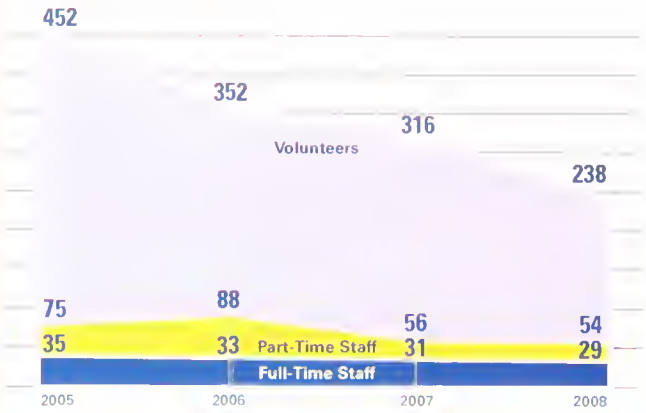
The Illinois Long-Term Care Council remained a strong outlet for the Ombudsmen to work with other advocates and hear from consumers on issues affecting residents in long-term care facilities. Public forums were held during each Council meeting. The Council also played a vital role in the campaign to increase the Personal Needs Allowance and to improve the care in nursing facilities.

Funding by Source, FY 2008

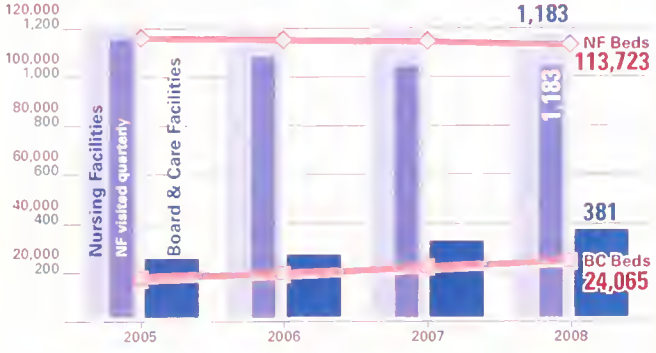


Total: $2,987,850

Number of Ombudsmen, FY 2005 - 2008

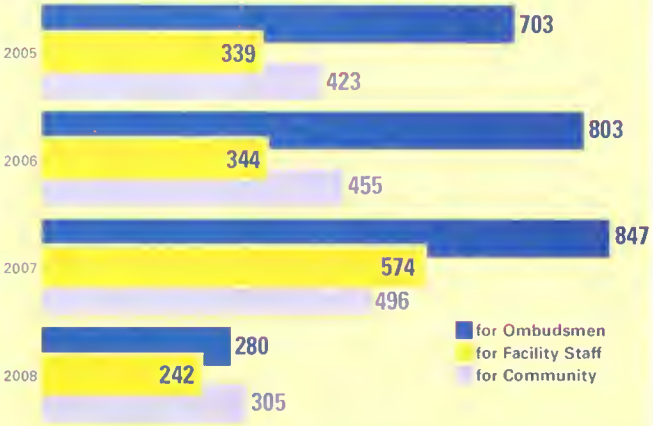


Number of Board and Care and Nursing Facilities / Beds
FY 2005 - 2008

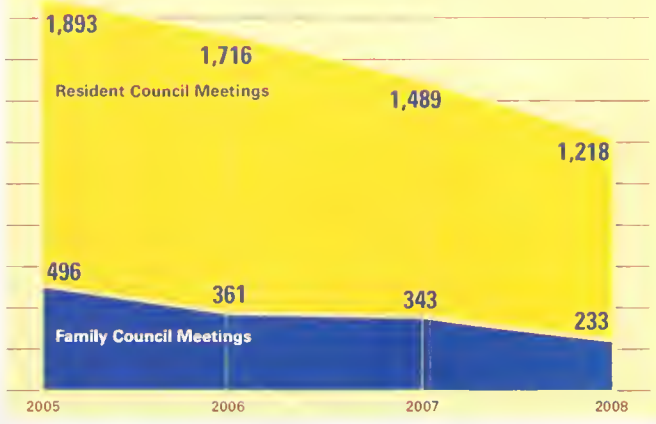


In 2005, the number of nursing facilities was 1,218; with 1,110 visited quarterly (2006 1,193 total/1,080 visited, 2007 1,191 total/1,045 visited). The number of nursing facility beds was 116,592 in 2005; 115,687 in 2006, and 115,043 in 2006. Board and Care facilities and bed totals are 2005 254 and 18,360; 2006 276 and 19,610; 2007 381 and 22,213

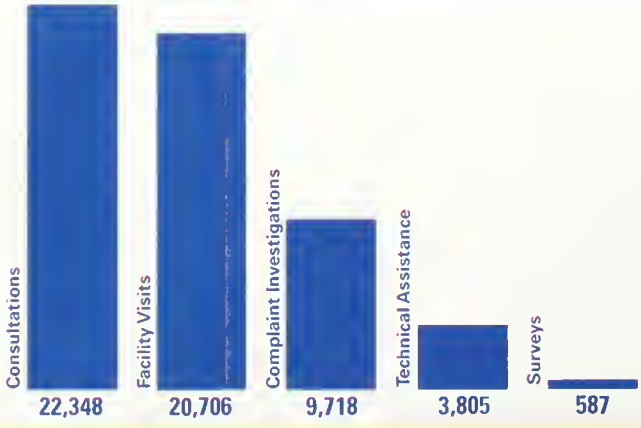
Continuing Education Sessions Held by Regional Ombudsmen
FY 2005 - 2008



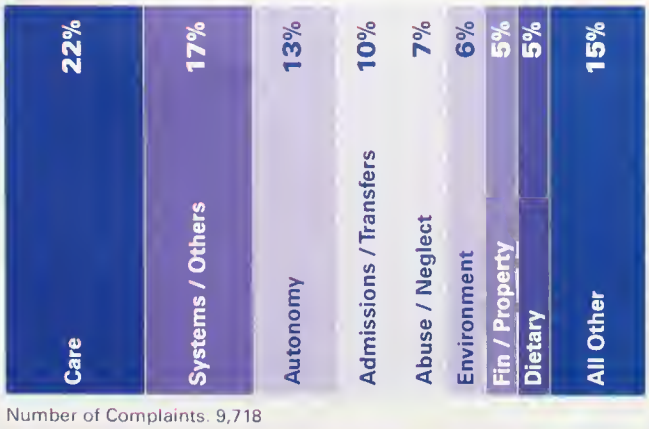
Resident and Family Council Meetings Attended, FY 2005 - 2008



Number of Activities and Services Performed, FY 2008

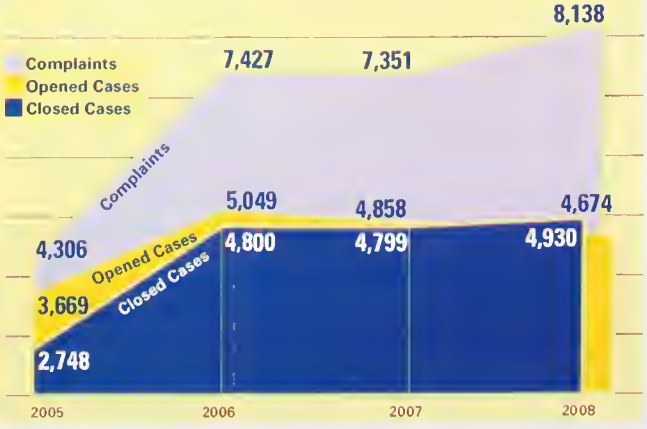


Analysis of Complaints, FY 2008



Number of Complaints: 9,718

Comparison of Complaints to Cases, FY 2005 - 2008



Illinois Long-Term Care Ombudsman Program 2008 Data

Pioneer and Culture Change Movement

The Illinois Long-Term Care Ombudsman Program continued the "backyard" training sessions as part of the 2006 - 2008 Pioneer Network Grant Award. In addition, Regional Ombudsmen worked to further enhance or establish Pioneer Coalitions in their local areas, as well as build upon or establish new Family Councils. The Illinois Pioneer Coalition has taken a huge lead in providing education; and the Ombudsman Program will continue to work with them to promote local trainings and support the Illinois Pioneer Coalition Annual Summit, which continues to be a successful event.

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Department on Aging
421 East Capitol Avenue, #100
Springfield, Illinois 62701-1789

Senior HelpLine: 1-800-252-8966
Elder Abuse Hotline:1-866-800-1409
1-888-206-1327 (TTY)

www.state.il.us/aging

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